


Pardon Me, Your Attitude is Showing

“Customer Service – A Different Approach”



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CSR Traits

- *enjoys working with people*
- *strong communication skills*
- *good at problem solving*
- *ability to handle conflict*
- *professional*



Customers

- *external customer - person who calls asking for service*
- *internal customer - coworkers and people from within other departments*

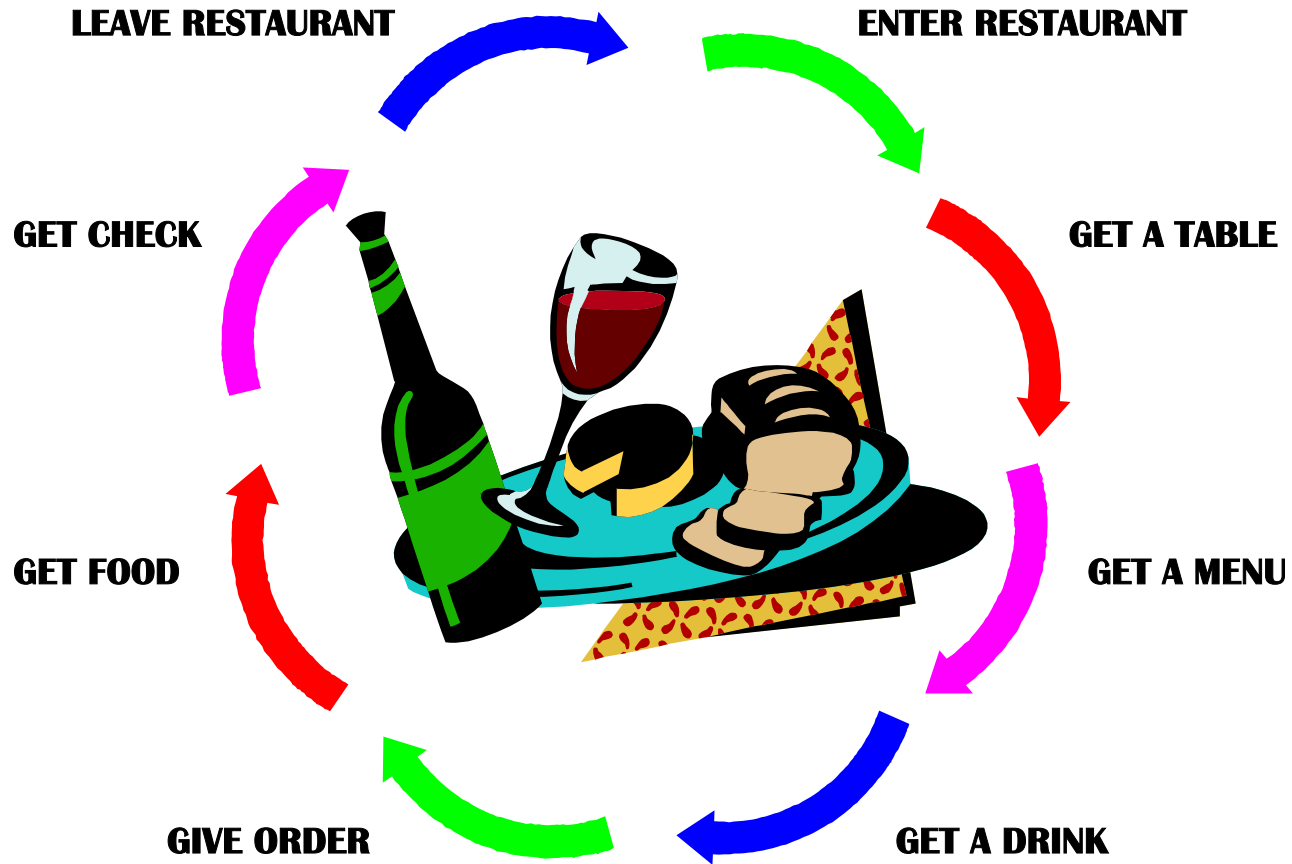


Expectations

what influences customer expectations?

- word-of-mouth communication
- personal needs
- past experience

Customer Service Cycle





Customer Relationship

- if customers don't like your attitude, they are not going to like your service
- when on good terms with customer it is easier to solve problems
- bad relationship complicates original problem and creates new ones



Be Positive

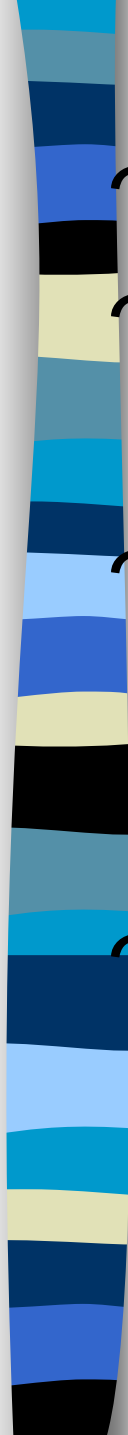
How do you act:

- **neutral** (indifferent, distant, matter-of-fact)
- **negative** (unpleasant, mean, angry, rude, uncooperative)
- **positive** (considerate, upbeat, personable, respectful)



10 Words NEVER to be used in Customer Service

- Policy
- What?
- Listen
- Wait
- Should've
- No
- Can't
- Impossible
- Wrong
- Why



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